

## 1A: System Wide Policies

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### 1.A.12 Service Animals

Approved by GTA Board: 4/22/2008  
Revised: 5/22/2014

The Greensboro Transit Authority (GTA) does not discriminate against individuals with disabilities. GTA is committed to employing reasonable measures to ensure that all residents of Greensboro may enjoy public transportation. In furtherance of this commitment, GTA desires to promulgate the following policy regulating the use of service animals on fixed-route buses, paratransit vehicles and all other transportation facilities.

A service animal means any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items. If any animal meets this definition then it is considered a service animal irrespective of whether the animal has been licensed or certified by a state or local government.

Pets are prohibited on all GTA fixed-route buses, paratransit vehicles and transportation facilities. When a patron accompanied by an animal attempts to access a GTA fixed-route bus, paratransit vehicle or transportation facility a GTA operator or employee may ask the patron if the animal is a service animal required because of a disability. If the patron indicates that the animal is a service animal required because of a disability then the GTA operator must permit the animal to access the fixed-route bus, paratransit vehicle or transportation facility. If the patron indicates that the animal is not a service animal required because of a disability then the GTA operator or employee must prohibit the animal from entering upon any fixed-route bus, paratransit vehicle or transportation facility. A GTA operator or employee may not insist that a patron provides proof that their animal is a service animal.

A disabled patron employing a service animal must clean and dispose of all animal waste and ensure that the animal is controlled by a leash or bridle at all times. GTA shall not be required to provide care or food for a service animal or provide a special location for it to relieve itself. A GTA operator or employee may exclude or remove any service animal if the service animal displays disruptive, vicious or aggressive behavior or constitutes a direct threat to the health or safety of others. In the alternative, a GTA operator may require any disabled patron who does

not comply with this policy to disembark the fixed-route bus, paratransit vehicle or transportation facility, and GTA shall transport the patron and their service animal to their destination separately.

Operating Procedure:

- When a passenger attempts to board the bus with an animal, it is the responsibility of the operator to ask the passenger if the animal they have in their possession is a service animal or what tasks the animal has been trained to perform.
- The operator cannot ask for special ID cards for the animal or ask about the person's disability.
- If the passenger identifies the animal as a service animal, the operator must allow the passenger to board the bus without any further communication.
- All service animals are professionally trained; therefore, the animal should remain with the passenger throughout their trip.
- If the animal begins to roam the bus, growl or become aggressive at any time, the operator must first ask the passenger to take action to control the animal.
- If the animal continues to show signs of aggression, the operator shall pull the bus over at the nearest safe location and advise dispatch of the incident.
- If necessary, the operator will evacuate the bus.
- The operator will distribute comment cards to the passengers on the bus following such incidents.
- Dispatch will contact the proper authorities to assist. (Road supervisor, Greensboro Police Department, Animal Control and Operations Manager)
- The Operations Manager will gather all incident reports and provide a detailed report of incidents to the General Manager and designated city staff person within 24 hours or the next business day.